

The following highlights the Commission's E-Government Activities for the year 2004 that were communicated to the Office of Management and Budget in response to OMB Data Request No. 05-08.

1. Overview of FERC E-Government Initiatives

- FERC Online is the integrated receipt, storage, disposition, publication, and dissemination of documents and information related to the conduct of FERC business with regulated industries and the public. Specifically, FERC Online is comprised of the following FERC E-Government applications:
 - § eFiling; the electronic filing of documents in agency docketed proceedings.
 - § eService; will provide for the electronic legal service by the Commission of Commission documents to parties in Commission proceedings.
 - § eSubscription; allows public and staff to subscribe to FERC proceedings and automatically receive documents.
 - § eLibrary; FERC's electronic document management system, providing staff and the public with access to over two million documents with over 10 million pages.
 - § eForms; provides an integrated interface for customers to file structured data.
 - § eReports (Electric Quarterly Reports, EQR); provides an interface for customers to file structured electric power market transaction data.
 - § eTariff; will provide an interface for regulated entities to file tariff filings and the associated tariffs with the Commission and will provide the public with improved access to those tariffs.
 - § <http://www.Ferc.gov> ; the Commission website site is organized for specific categories of FERC constituents based on usability testing and provides timely content and related FERC events via Public Calendar.
 - § Activity Tracking Management System (ATMS); an integrated, Commission-wide activity tracking management system that will support the Commission's Business Plan.
 - § Virtual Agenda; provides electronic scheduling, document management, and status reporting and electronic voting for decisional documents to be considered by the Commission in open meetings or by notational process.
- To maintain an ongoing dialogue with interested constituents and find innovative ways to use IT, FERC:
 - § Announces and receives comments about online initiatives using rulemakings, notices and technical conferences;
 - § Conducts website usability testing with users;
 - § Holds focus group meetings with constituents when it is in the process of developing or enhancing online applications. Prototype systems are made available to constituents to provide feedback;
 - § Provides internet users with email address, phone number, and on-line surveys to provide feedback on topics of interest;
 - § Provides regular briefings on online systems at industry and government meetings.
- Though the industry-specific focus of FERC constituents lessens the benefits from collaboration and partnering with other agencies, we:
 - § Participate actively in the Small Agency Council and the Small Agency CIO Council;

- § Regularly review other agency solutions and best practices;
 - § Cross pollinate web pages on websites of the Department of Energy, Canadian Government, CFTC and others on issues like the 2003 power blackout and related matters.
- Since the use of FERC online services reduces information transfer and information transaction times across most agency goals, to verify that FERC Online positively impacts agency performance, we:
 - § Monitor Commission website visitation, usage and path metrics and adjust content, placement and formatting accordingly;
 - § Track usage of the voluntary eFiling service and adjust future release and communication planning;
 - § Monitor service level agreement metrics for the eLibrary service and adjust operations and maintenance accordingly.
- The public and the energy industry practitioners are the primary customers and beneficiaries of FERC Online and will achieve operational savings through reductions in:
 - § The time and cost required to file documents with FERC;
 - § The time and cost required to search for and retrieve documents from FERC;
 - § The time and cost required to serve parties to proceedings;
 - § The time and cost required to participate in and monitor agency actions and events.

Though we have not quantified the savings to our constituents, our business case for implementing FERC Online identified an ROI of 34% from cost avoidance alone.

- To ensure that availability of Government information and services is not diminished for FERC constituents without access to the Internet, we:
 - § Continue to make the electronic filing of documents voluntary, driven by benefit rather than mandate;
 - § Will allow parties to proceedings to waive electronic service of documents;
 - § Will continue to use regular mail to notify any land-owners and other constituents of any agency proceedings that affect them;
 - § Continue to maintain a public reference room that provides access to both paper documents and FERC Online services.

2. Summary of Privacy Provisions

- a. FERC does not use persistent tracking technology.
- b. Since we do not use persistent tracking technology or share information with other agencies, we have not committed resources to publishing our privacy policy in machine readable format.
- c. Agency contact information:
 - ferconlinesupport@ferc.gov

3. Information Technology Human Resource Strategy

- No changes in specialized IT job activities have been made during the past year.
- Beyond mandatory training requirements shared by all FERC employees and the goals of the FERC Human Capital Plan, IT training plans are developed individually by Deputy Chief Information Officer division directors so they may be tailored to specific areas of logistical function and individual skill-sets.

- We had 66% of our IT workforce participate in the OPM IT skills survey and will perform a gap analysis to validate and adjust our divisional IT training plans.

4. Process for Publishing Agency Information on the Internet

- In addition to publishing information prescribed in Section 207 of the Act, FERC publishes all information filed with or issued by the Commission in eLibrary in accordance with Section 207 standards within two with the following exceptions: information identified by the filer as Critical Energy Infrastructure Information (CEII) or, that FERC has identified as non-Internet Public (NIP) information: information considered proprietary by the filer; or information that has been sealed as part of an administrative judicial proceeding. Important Commission issuances are also published and highlighted on www.ferc.gov within hours. FERC policies for information publication are contained the Federal Code of Regulations (CFR), under Title 18 - Conservation of Power and Water Resources, Parts 1 to 399.
- FERC regulations are promulgated through rulemaking procedures compliant with the Administrative Procedures Act.
- FERC regulations are promulgated through rulemaking procedures compliant with the Administrative Procedures Act, and are accessible from the GPO/NARA site (<http://www.gpoaccess.gov/cfr/index.html>). Updates to the Commission's regulations are readily available through the Federal Register (<http://www.gpoaccess.gov/fr/index.html>) on the GPO/NARA website. Information is published on the Commission website (<http://www.ferc.gov/legal/ferc-regs.asp>).